

## POLICE

The San José Police Department's mission is to create safe places to live, work and learn through community partnerships.

## POLICE

In 2016-17, the San José Police Department (SJPD) operating budget totaled \$347.0 million.\* The Department has one police station open to the public, as well as five community policing centers and one police substation which are all currently closed to the public due to staffing.

In 2016-17, there were 1,650 authorized positions in the SJPD, slightly more than the prior year. The number of sworn, authorized positions per 100,000 residents decreased from 139 in 2007-08 to 106 in 2016-17. There were 543 civilian authorized positions (including 114 full duty dispatchers) for 2016-17.

SJPD has faced high vacancies and decreasing numbers of street-ready officers. Of the 1,109 authorized sworn positions, only 798 were actual full duty, street-ready (this excludes vacancies, officers in training, or those on modified duty or disability/other leave) as of June 2017. The number of sworn hires increased from 40 in 2015-16 to 119 in 2016-17. At the end of 2016-17, there were 239 sworn vacant positions in the Department.

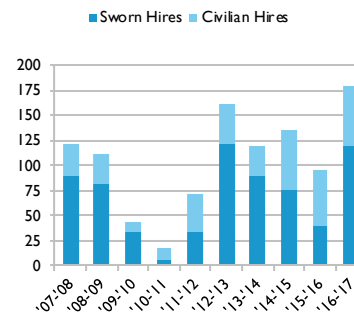
\* In addition to expenditures paid out of its operating budget, the Police Department was also responsible for \$9.5 million in actual Citywide expenses in 2016-17. This included \$7.8 million for workers' compensation claims (up from \$6.6 million in 2015-16). Departmental operating expenditures do not include capital expenditures, federal and state drug forfeiture funds, or various grants.

### KEY FACTS (2016-17)

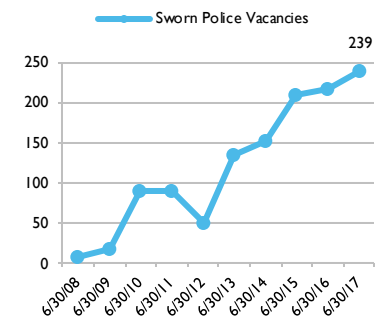
Sworn police employees*	1,109
Total authorized positions	1,650
Total emergency calls	559,941

\* Includes two positions assigned to the Office of the City Attorney.

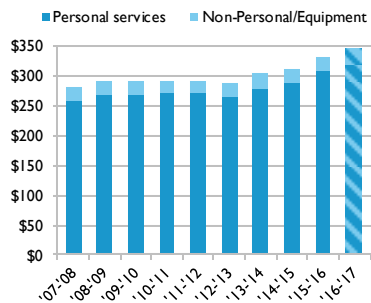
Police Department Hires



Police Department Vacancies

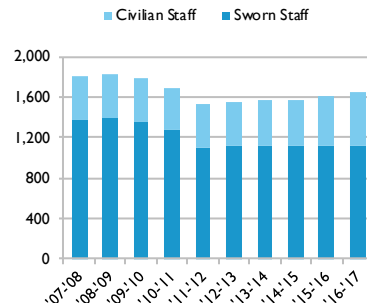


Police Department Operating Expenditures (\$millions)

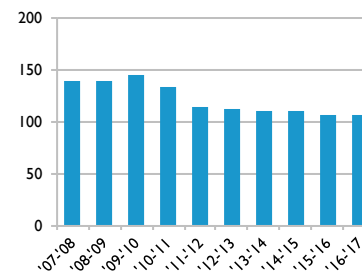


\* Note: 2016-17 is adopted budget data. All other years are actual expenses.

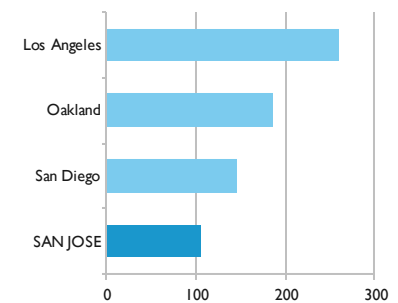
Police Department Authorized Positions



San José Sworn Staff Per 100,000 Residents



Authorized Sworn Staff per 100,000 Residents



## CALLS FOR SERVICE

The SJPD Communications Center receives all 9-1-1 calls for police, fire, and ambulance services in the City of San José. Additionally, SJPD receives 3-1-1 and other non-emergency calls. Call-answering staff in the Communications Center obtain information from callers, prioritize events, and relay information to dispatchers. Dispatchers evaluate resources, identify and direct emergency personnel and equipment, and maintain control of radio channels to ensure the safety of officers and the public.

In 2016-17, there were about 1,141,000 total calls for service and “field events” initiated by officers. The number of 9-1-1 and other emergency calls increased slightly (totaling about 560,000 or 49 percent of all calls). In 2016-17, the number of non-emergency calls (e.g., 3-1-1 calls and online reports) totaled about 460,000 (about 40 percent of total calls). Field events (e.g., car and pedestrian stops, and other officer-initiated calls) accounted for the remaining.

In 2016-17, the average answering time for an emergency call was 4 times the target time of 2.5 seconds, and a 93 percent increase from the 5.3 seconds achieved in 2012-13. Additionally, the percentage of 9-1-1 calls answered within 10 seconds was 77 percent (target 90 percent). The Department reports that the answering targets are not being met due to call volume and staffing constraints.

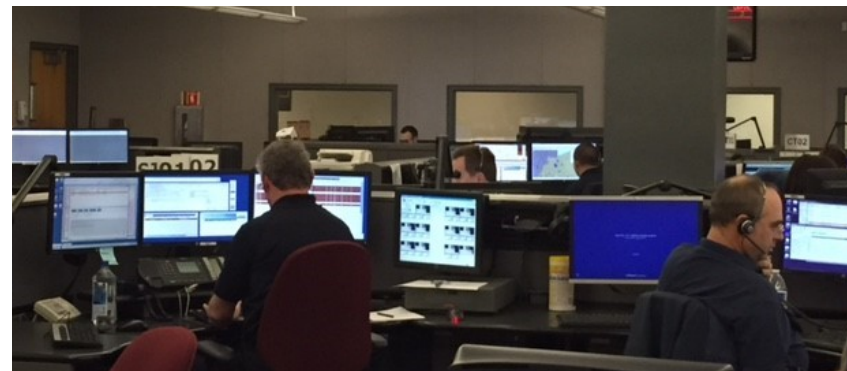
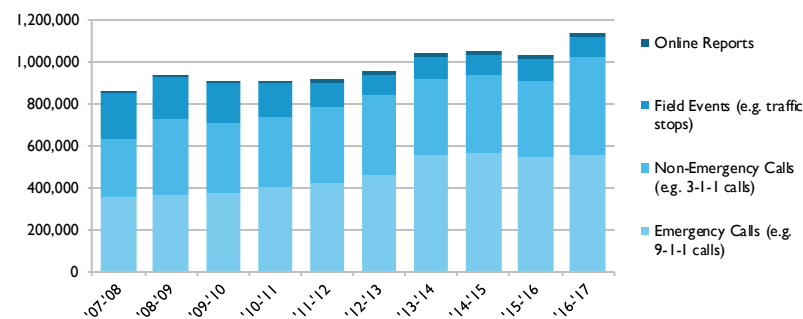


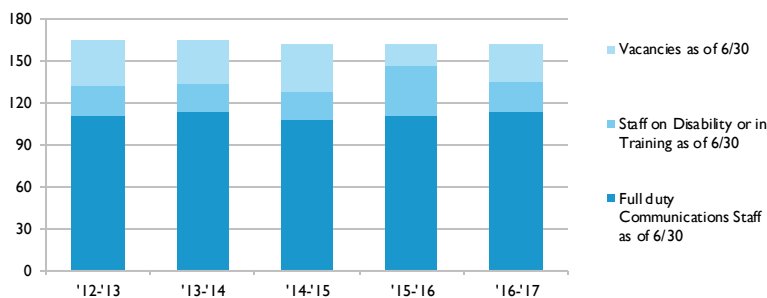
Image of SJPD Communications Center Control Room. Source: SJPD

### Breakdown of All Calls for Service\*

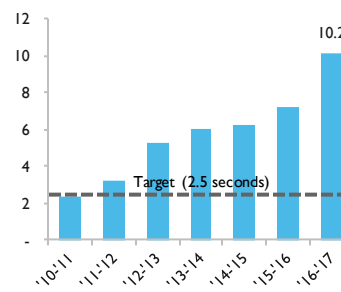


\* All calls for service received, including duplicates, online reporting, and calls that did not require a police response.

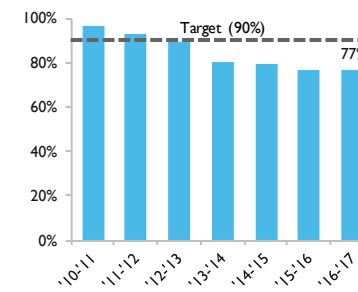
### Communications Center Staff



### Average Emergency Call Answering Time (seconds)



### % of 9-1-1 Calls Answered Within 10 Seconds



\* In September 2016, the State 911 Office set a new target of 95% of all 911 calls answered within 15 seconds. For 2016-17, the Department reports that 83% met that standard.

## POLICE

### POLICE RESPONSES

The SJPd responded to about 177,700 Priority 1-4 incidents in 2016-17. Of these responses, 5 percent were Priority 1 responses (8,200 total) and 43 percent were Priority 2 responses (76,200 total). Priority 3 responses comprised 38 percent of total responses (67,300 total) and Priority 4 responses comprised 15 percent (26,000 total). Definitions of the four priorities are given in the gray box below.

As shown on the map and graph, the number of SJPd Priority 1-4 responses differs by district. Excluding the Airport, those responses range from around 8,000 responses (District E) to over 16,000 responses (District L).

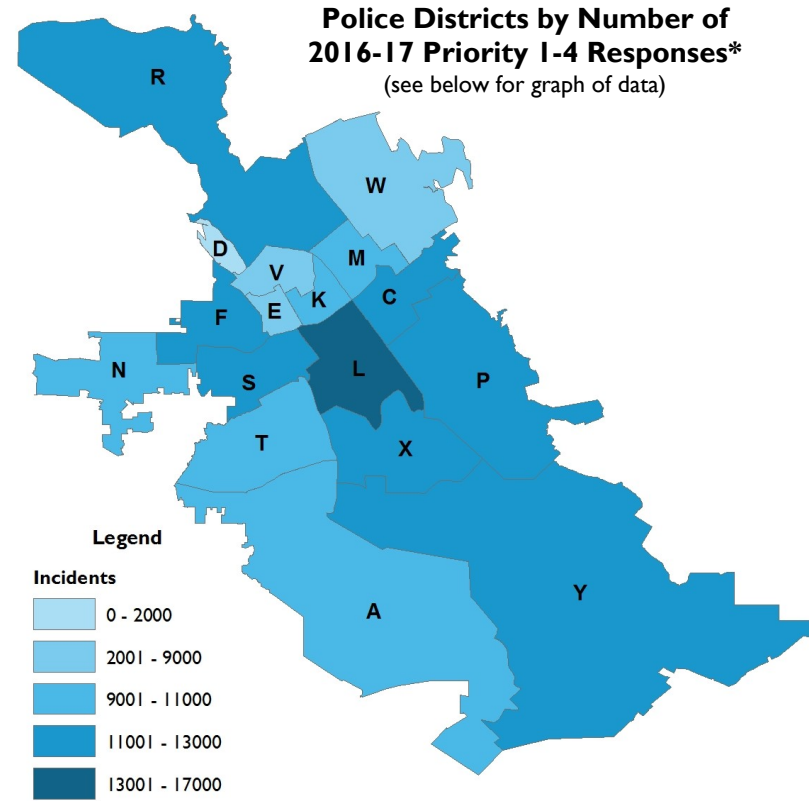
#### Prioritization of Police Responses

**Priority 1 responses:** Present or imminent danger to life or there is major damage to/ loss of property (i.e., large-scale incident or cases where there is an in-progress or just occurred major felony).

**Priority 2 responses:** Injury or property damage or potential for either to occur or the suspect is still present in the area. Includes all missing person reports for children are under the age of 12, or at risk missing persons, including mentally handicapped or disoriented adults.

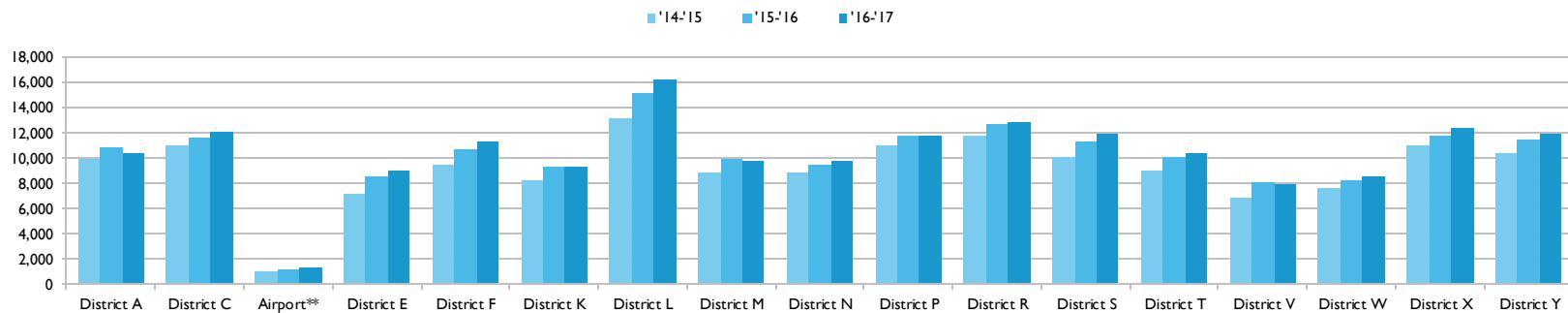
**Priority 3 responses:** There is property damage or the potential for it to occur. The suspect has most likely left the area. Situations where the suspect is in custody for a non-violent crime and is cooperative. Situations when a prior crime against the person occurred and there are no injuries to the victim necessitating immediate medical care and the suspect is not present.

**Priority 4 responses:** There is no present or potential danger to life/property and the suspect is no longer in the area.



Source: City Auditor's Office based on response data provided by the Police Department.

#### Priority 1-4 Police Responses\* by District



\* Includes only Priority 1-4 calls for service to which the Department responded; excludes duplicate calls and officer-initiated events.

\*\* Airport is District D.

## POLICE RESPONSE TIMES

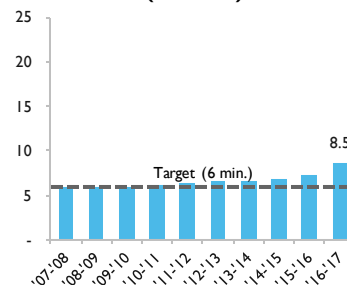
In 2016-17, the Citywide average response time for Priority 1 calls was 8.5 minutes (target: 6 minutes). This continues a trend of increasing Priority 1 response times over the last few years.

The Citywide average response time for Priority 2 calls continues to be well above the target of 11 minutes. As staffing reductions have affected the SJPD, the Department has focused on maintaining the Priority 1 response times close to the target as these calls involve present or imminent danger to life or major property loss. Priority 2 calls are those which involve either injury or property damage, or the potential for either to occur.

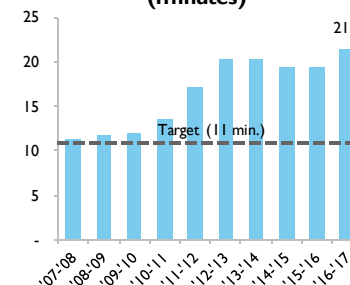
The Department disaggregates response times by three time targets: processing time, queuing time, and driving time. In 2016-17, the Department processing time for both priority 1 and 2 were close to targets. However, queuing times for both priority 1 and 2 were well above their targets.

Compared to 2015-16, Priority 1 average response times by police district in 2016-17 increased in all but one of the regular districts (including the Airport), and all districts exceeded the 6 minute target response time. Response time may vary across districts because of the size or physical characteristics of an area, whether there are adjacent police service areas, population density, traffic conditions, officer staffing levels, or call-taker and dispatching levels.

**Average Priority 1 Police Response Time\* (minutes)**

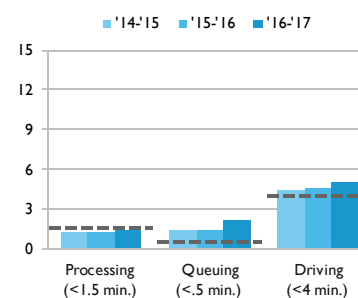


**Average Priority 2 Police Response Time\* (minutes)**

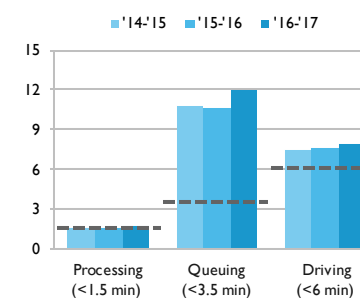


\* The Police Department calculates average annual response time by averaging the quarterly average response times.

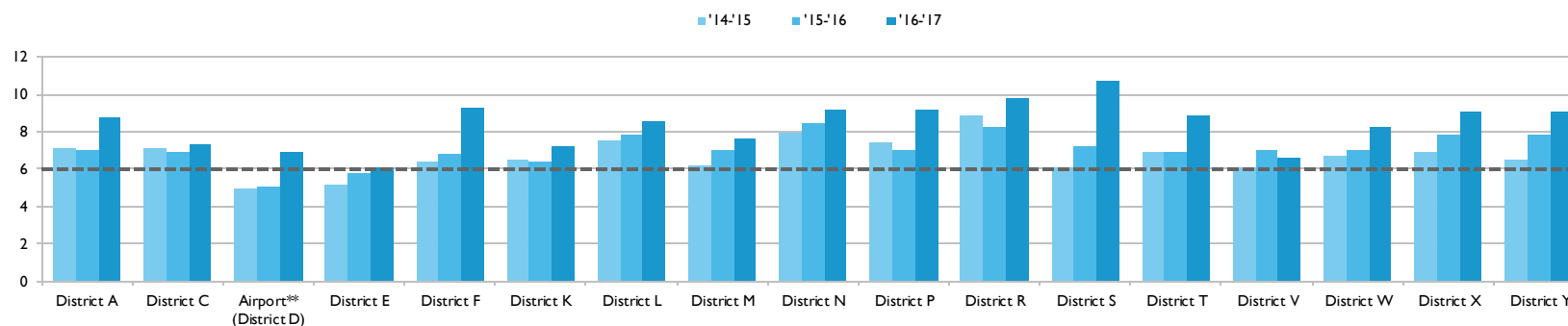
**Priority 1 Response Time Breakdown\* (minutes)**



**Priority 2 Response Time Breakdown\* (minutes)**



**Priority 1 Average Police Response Times\* (Target: 6 minutes)**



\* Includes only Priority 1 calls to which the Department responded. Response time is measured from when a 9-1-1 call is received at dispatch to when the first car arrives on the scene.

## POLICE

### CRIME IN SAN JOSE

In 2016, there were 28,636 major crimes in San José, up slightly from ten years ago. Major crimes include violent crimes (homicide, rape, robbery, and aggravated assault) and property crimes (burglary, larceny, and vehicle theft). In 2016, there were 47 homicides in San José. This was 17 more than in 2015 and 13 above the ten-year average.

San José had a rate of 2,749\* major crimes per 100,000 residents in 2016. Historically, the rate of major crimes per 100,000 residents in San José has been below the national and state averages. The exception was in 2012, primarily because of an increase in property crimes. However, in 2013, crime decreased and was again below the national and state averages. This trend continued in 2016.

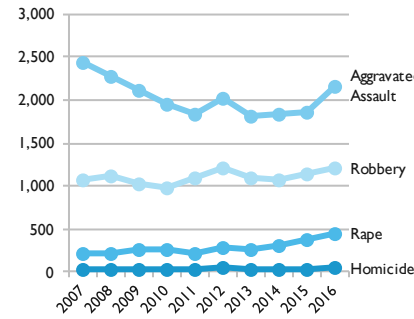
The number of arrests for felonies, misdemeanors, and other offenses has continued to decrease from a high of over 36,000 in 2007, to 13,142 in 2016.

There were 492\*\* gang-related incidents in 2016-17, of which 151 (or 31 percent) were classified as violent by the SJPd.

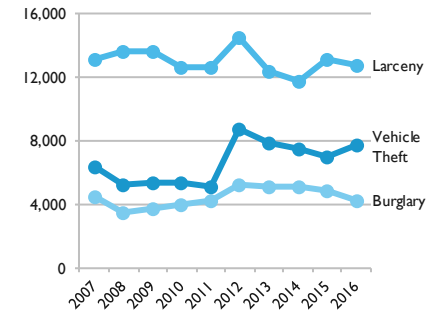
\* Calculated using FBI population estimate. Using California Department of Finance population estimate, the San José rate was 2,737. The FBI has adopted an updated definition for classifying rapes, which includes more crimes under the category of rape than the prior definition. San José adopted the updated definition beginning January 1, 2015. Unless otherwise noted, crime rates listed are using the prior definition for calculating rape.

\*\* Beginning in 2017, both gang related and gang motivated crimes are reported as one number in the Department's system. Prior to that year, the numbers only reflected gang motivated crimes.

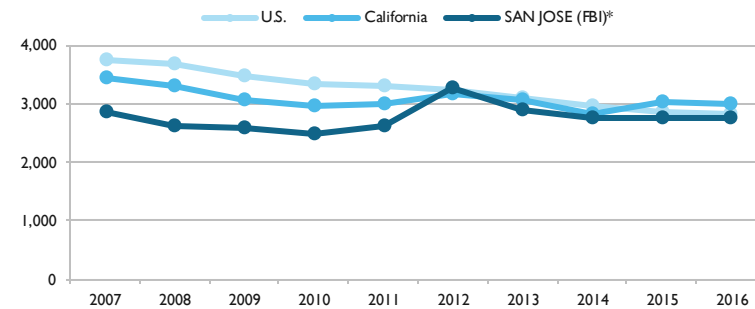
Major Violent Crimes



Major Property Crimes



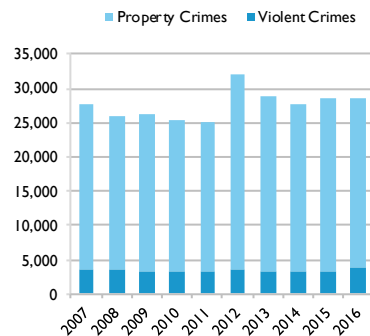
Major Violent and Property Crimes per 100,000 Residents



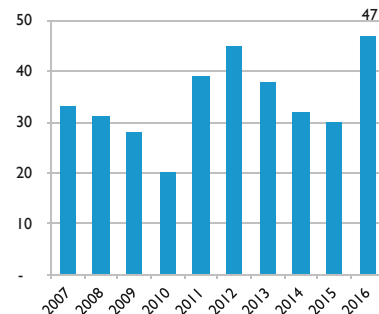
Sources: SJPd, CA Department of Justice, FBI

For national crime data visit the [FBI](http://www.fbi.gov) web page.

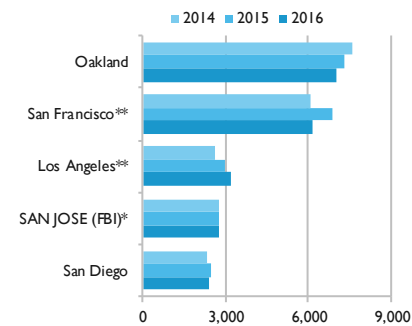
Major Crimes



Homicides



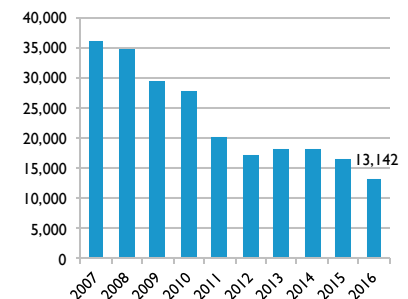
Major Violent and Property Crimes per 100,000 residents\*



\* Calculated using FBI population estimates

\*\* These jurisdictions used an updated definition of rape, as of 2014. For 2015, all cities listed used an updated definition of rape.

Number of Arrests (Felonies, Misdemeanors, and Other)



## PERCEPTIONS OF SAFETY IN SAN JOSE

The resident survey asked San José residents a variety of questions about how safe they feel in the City. 36 percent of respondents said they feel “good” or “excellent” regarding their overall feeling of safety in San José.

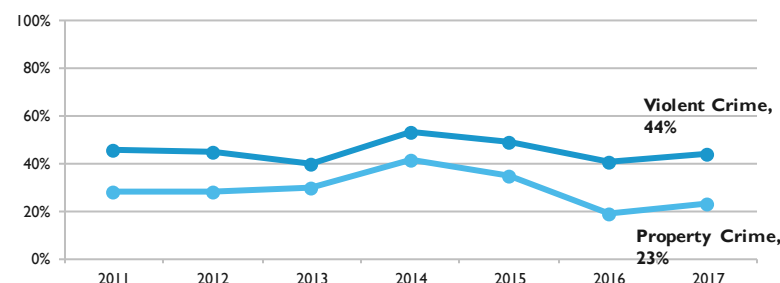
Respondents were asked how safe they feel in their own neighborhoods as well as in downtown San José, both during the day and after dark. 76 percent of respondents said they feel “very” or “somewhat” safe in their neighborhoods during the day and 50 percent said they feel “very” or “somewhat” safe at night in their neighborhood. 55 percent feel “very” or “somewhat” safe in San José’s downtown during the day, while 18 percent feel “very” or “somewhat” safe at night in downtown.

Respondents were asked how safe they feel from violent and property crimes in San José. 44 percent reported that they feel “very” or “somewhat” safe from violent crime in San José. 23 percent reported feeling “very” or “somewhat” safe from property crimes.

In 2016, 26 percent of San José residents surveyed said they or someone in their household had been a victim of a crime in the last 12 months. In the prior year survey of 2016, 24 percent of respondents said someone in their household had been a victim of a crime. 37 percent of respondents said they reported a crime to the police.

### RESIDENT SURVEY

% of respondents who feel “very” or “somewhat” safe from violent and property crimes

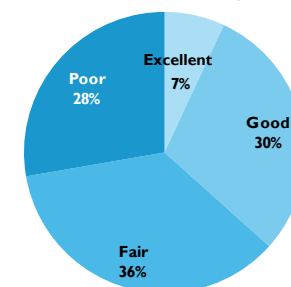


### RESIDENT SURVEY

**95%** of respondents said it was “essential” or “very important” for the community to focus on an overall feeling of safety in the next two years.

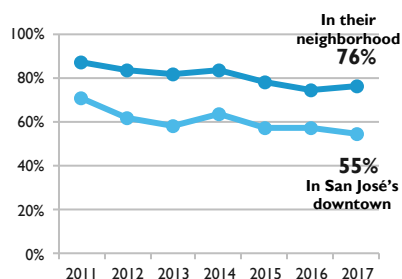
### RESIDENT SURVEY

How would you rate the quality of Police services in San José?



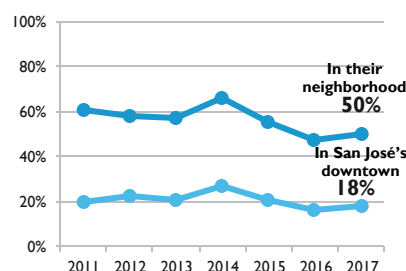
### RESIDENT SURVEY

% of respondents who feel “very” or “somewhat” safe during the day



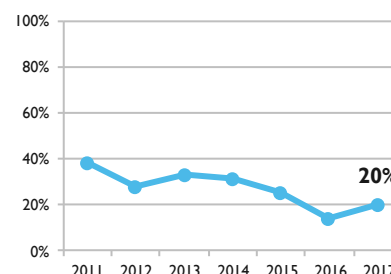
### RESIDENT SURVEY

% of respondents who feel “very” or “somewhat” safe after dark



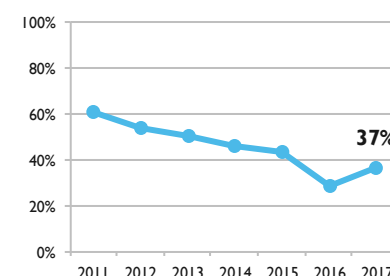
### RESIDENT SURVEY

% of respondents rating crime prevention “excellent” or “good”



### RESIDENT SURVEY

% of respondents rating police services as “excellent” or “good”

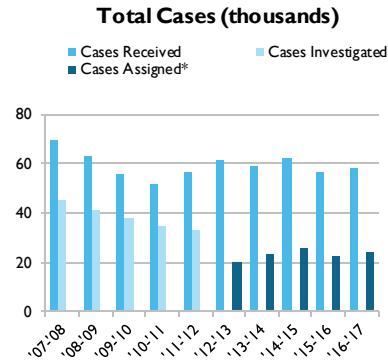


## POLICE

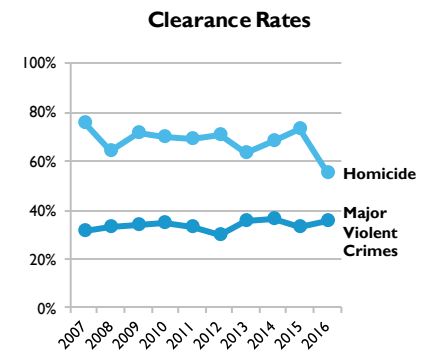
### INVESTIGATIVE SERVICES

The SJPD investigates crimes and events by collecting evidence, interviewing witnesses, interrogating suspects, and other activities. In 2016-17, the Bureau of Investigations received 58,150 cases, 3 percent more than in 2015-16. Of these cases, 24,311 were assigned for investigation. A case may be unassigned because of a lack of resources or because it is deemed not workable (e.g., no evidence).

When a case is closed because of an arrest or by exceptional means (e.g., death of suspect), it is classified as cleared. In 2016, the clearance rate in San José for major violent crimes was 36 percent, compared to 45 and 46 percent for both the U.S. and California respectfully. In 2016, the clearance rate for homicides in San José was 55 percent, compared to 59 percent for the U.S. and California.



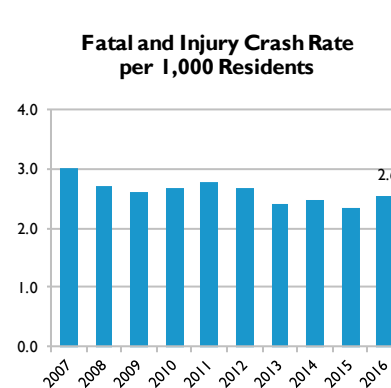
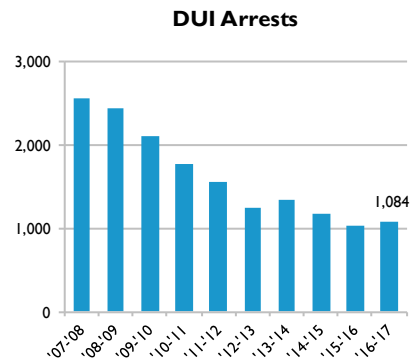
\* In 2012-13, the Police Department changed the performance measure from recording cases investigated to cases assigned to reflect the record management system classification. Cases are assigned when there is a solvability factor present.



### TRAFFIC SAFETY

The SJPD provides for the safe and free flow of traffic through enforcement, education, investigation, and traffic control. In 2016-17, the SJPD's Traffic Enforcement Unit issued about 6,600 citations. The exact number of citations issued is difficult to obtain due to the database structure of the system. The Traffic Enforcement Unit staff has been reduced significantly; current staff are targeting areas with higher crash rates to increase traffic safety. 23 percent of San José respondents to the resident survey rated traffic enforcement good or excellent.

DUI arrests have increased 5 percent over the previous year, but have declined significantly over the past 10 years. Additionally, calendar year 2016 saw San José's rate of fatal and injury crashes grow slightly.



\* 2013 data is estimated

